

OPCC Record of Decision

To publish the first annual Police Complaints and Conduct Performance statement.

Decision Record prepared by	
Name:	Felicity Ridgway
Role:	Director of Operations
Date of Decision:	16 th December 2021

1. Background

- 1.1 The Elected Local Policing Bodies (Specified Information) (Amendment) Order 2021 provides that 'PCCs must publish the most recent IOPC quarterly complaints data for their force and the IOPC annual statistics report, alongside a narrative setting out how the PCC is holding the chief officer to account, and the PCC's assessment of their own performance in carrying out their other complaints handling functions'.
- 1.2 The Order states that the narrative, as a minimum, should include:
- How the force is measuring complainant satisfaction.
 - Progress updates on implementing relevant recommendations made by the IOPC and/or HMICFRS in relation to complaints handling, or where recommendations were not accepted an explanation as to why.
 - A summary of any mechanisms put in place to identify and act on themes or trends in complaints.
 - A summary of systems in place to monitor and improve performance in the timeliness of complaints handling.
 - The number of written communications issued by the force under regulation 13 of the Police (Complaints and Misconduct) Regulations 2020 where an investigation has not been completed within a "relevant period".
 - Quality Assurance mechanisms in place to monitor and improve the quality of its responses to complaints.
 - Details of the administrative arrangements the PCC has put in place to hold the Chief Constable to account for complaints handling e.g. frequency of meetings and a summary of discussions.
 - The PCC's assessment of their own performance in carrying out their other complaints handling functions to include the timeliness of complaint reviews, details of which review functions the PCC has delegated and what measures they have taken to ensure quality, integrity and impartiality, quality assurance mechanisms the PCC has established to ensure that review decisions are sound and in line with the requirements of the complaints legislation and IOPC statutory guidance.
- 1.3 The Order requires that the IOPC data and report are to be published on the PCC's website within one month of their publication by the IOPC, and the narrative and assessment are to be published annually, within one month of the date of publication of the IOPC's annual statistics report. The IOPC published their latest report on 16 November requiring an OPCC publication by 16 December.

2. Decision Record

- 2.1 The Commissioner confirmed the narrative statement to be published on her website on 16th December 2021.
<https://www.devonandcornwall-pcc.gov.uk/about-us/police-performance/police-complaints-and-conduct-performance/>

3. Consultation, Engagement and Communication

- 3.1 Consultation was undertaken with the Head of Professional Standards Department through email and meetings with the Director of Operations. Consultation was undertaken with the Chief Constable, Deputy Chief Constable and Force Executive (including legal services) through the Policing and Crime Joint Executive.

4. OPCC Monitoring Officer advice

4.1 Legal, Management, Equality and GDPR Implications – Current and Future

- a. The PCC's Director of Operations and deputy Monitoring Officer has advised that the arrangements set out in the proposal meet the requirements of the relevant legislation and the needs of the organisation. The Chief Executive and Monitoring Officer has approved this publication through the Policing and Crime Joint Executive.
- b. An Equality Impact Assessment is not required for the purpose of this publication.
- c. GDPR obligations have been considered when taking this decision and on this occasion it is not necessary to complete a Data Protection Impact Assessment

4.2 Financial and Commercial – Current and Future

- a. There are no identified financial and commercial implications of this decision.
This decision has been approved by the Treasurer through the Policing and Crime Joint Executive.

5. Supporting documents:

- a. [Office of the Police and Crime Commissioner for Devon and Cornwall annual assessment of police complaint and conduct performance for 2020/21.](#)
- b. [Office of the Police and Crime Commissioner for Devon and Cornwall annual assessment of the Police and Crime Commissioner's complaint review function performance 2020/21.](#)
- c. [Independent Office for Police Conduct complaint data for Devon and Cornwall Police](#)

6. Official approval

- 6.1 Following the appropriate approval, this decision sheet will be published, subject to FOIA classification, on the OPCC website.

For OPCC office use:

If FOI Closed at the current date under Section 22, please provide details of the future date by which this decision can be reconsidered for publication:	N/A
Is there a publication schedule that lists the documents relating to this decision that will also be published at a later date in the future? If yes, please attach a copy with this decision.	N/A

The Recommendation for Decision as outlined in this report is formally approved and subject to Freedom of Information Classification will be published on the OPCC website:

Police and Crime Commissioner


 Signed
 Print: ALISON HERNANDEZ
 Date: 19 January 2022

**Governance Signature by
Monitoring Officer**


 Signed
 Print: FRANCES HUGHES
 Date: 19 January 2022

Equality Impact Assessment attached <i>[Tick if completed]</i>	N/A
Data Protection Impact Assessment attached <i>[Tick if completed]</i>	N/A
Decision logged in register? <i>[Tick if completed]</i>	✓
Decision published on OPCC website? <i>[Tick if completed]</i>	✓